

Senior Vice President, Chief Technology Officer

Leadership Profile

May 2026

Prepared by Hillary Ross and Katie Mazzuckelli

 WittKieffer

Contents

The Opportunity	01
Organization Overview	02
Position Summary	07
Goals and Objectives	09
Candidate Qualifications	10
The Community	13
Procedure for Candidacy	15

The Opportunity

Providence seeks a strategic, collaborative technology leader to serve as its next Senior Vice President, Chief Technology Officer (CTO). This is an exciting opportunity to impact technology at one of the nation's largest and leading healthcare delivery systems, committed to innovation with the aim to create health for a better world.

Providence spans 51 acute care hospitals, \$29 billion in revenue, 29 million patient visits, 120,000 care givers and \$2.1 billion in community benefit. The System provides a comprehensive range of health and social services across Alaska, California, Montana, New Mexico, Oregon, Texas, and Washington. Providence is well positioned for ongoing technology transformation, having made significant enterprise-wide investments in recent years. These include the transition from legacy platforms to a single Epic electronic health record (EHR) and Oracle Fusion Cloud ERP; the migration of data centers and applications to the Microsoft Azure cloud; modernization of the enterprise network; movement of data from isolated on-premise environments to cloud-based platforms, including Snowflake at enterprise scale; and the continued maturation of information security and cyber-resilience capabilities.

Reporting to the Executive Vice President and Chief Information & Digital Officer (CIDO), the Chief Technology Officer (CTO) will provide strategic and operational leadership for Providence's technology infrastructure. Key priorities include conducting a comprehensive assessment of the current technology environment and developing a forward-looking technology roadmap aligned with the IS strategic plan; evaluating the effectiveness of the existing technology organization, including both on-shore and off-shore resources; partnering with key stakeholders to establish and advance disciplined technology governance; building strong partnerships with technology companies and leveraging those relationships to Providence's advantage; and serving as a strategic thought leader in guiding the adoption of innovative technologies that support Providence's mission and long-term priorities.

The successful candidate will be a highly experienced technology leader with a proven track record of managing and modernizing IT infrastructure. While experience within a large, complex health system is preferred, candidates from outside healthcare will be considered. The CTO will be a trusted advisor known for high integrity and exceptional communication skills, with the ability to translate complex technical concepts for non-technical audiences. This individual will be a strategic, creative change agent who thrives on driving transformation, fostering innovation, and building credibility across the enterprise.

Organization Overview

Providence

Delivering services across seven states, Providence is committed to touching millions of more lives and enhancing the health of the American West to transform care for the next generation and beyond. Providence is a comprehensive healthcare organization serving more people, advancing best practices, and continuing its more than 100-year tradition of serving the poor and vulnerable.

Providence's 120,000 caregivers (all employees) serve 51 hospitals, 1,000 clinics, and a comprehensive range of health and social services across Alaska, California, Montana, New Mexico, Oregon, Texas, and Washington.

Providence across five western states:

- Alaska:

Providence serves Alaskans in six communities - [Anchorage](#), [Eagle River](#), [Kodiak Island](#), [Mat-Su](#), [Seward](#) and [Valdez](#). Providence Alaska is the state's largest private employer with more than 4,000 full and part-time employees working for the organization statewide. Finding compassionate, affordable health care is easy thanks to Providence. [Providence Medical Group - Alaska](#) offers primary and specialty care to adults and children.

Among the unique services are Alaska's only [children's hospital](#) and the only [Level III Newborn Intensive Care Unit](#). Also provided are treatments and technologies available only at [Providence Alaska Medical Center](#).

- Montana:

Providence is one of Montana's largest health care providers. Our not-for-profit network includes hospitals, physicians, clinics, care centers, hospice and home health programs, and diverse community services across western Montana. With Providence St. Patrick Hospital in Missoula, Providence St. Joseph Medical Center in Polson and more than 40 clinics, we're working together to provide quality care to those in need.

Providence has a long history of caring for residents in Montana since the Sisters of Providence arrived in the state in 1864. Providence has been part of the community for generations. And we'll be here for generations to come.

- Oregon:

Providence in Oregon is a not-for-profit network of hospitals, [health plans](#), physicians, clinics, home health services, and affiliated health services. Providence hospitals have been recognized for excellence by such groups as American Nurses Credentialing Center, American Heart Association, American Stroke Association, National Cancer Institute and Portland Business Journal.

Hospitals across Oregon

- [Providence Hood River Memorial Hospital](#), Hood River, OR
- [Providence Medford Medical Center](#), Medford, OR
- [Providence Milwaukie Hospital](#), Milwaukie, OR
- [Providence Newberg Medical Center](#), Newberg, OR
- [Providence Portland Medical Center](#), Portland, OR
- [Providence Seaside Hospital](#), Seaside, OR

- [Providence St. Vincent Medical Center](#), Portland, OR
- [Providence Willamette Falls Medical Center](#), Oregon City, OR

Providence Medical Group – Oregon

With more than 90 clinics and more than 600 employed physicians in Oregon, [Providence Medical Group](#) offers primary and specialty care to adults and children. The

patient-centered medical home clinics have received Oregon's highest, Tier 3, recognition for excellence.

Providence Oregon employs approximately 5,500 professional nurses in hospitals, clinics, as well as community and home health-based ministries. Nurses pursue excellence in nursing through advanced education as well as certifications in specialty practice.

Providence Oregon includes two magnet designated hospitals; Providence St. Vincent's which just achieved their fifth magnet designation, and Providence Portland Hospital who has achieved Magnet designation three times. In addition, The Center for Medically Fragile Children is a Pathways designated facility.

[Learn more about nursing in Oregon.](#)

- Northern California

Providence in Northern California is a not-for-profit network of hospitals, physicians, clinics, home health services, and affiliated health services.

Hospitals in Northern California

Providence hospitals across Northern California are routinely recognized for excellence.

- [Providence Redwood Memorial Hospital](#), Fortuna, CA
- [Providence Santa Rosa Memorial Hospital](#), Santa Rosa, CA
- [Providence St. Joseph Hospital Eureka](#), Eureka, CA
- [Providence Queen of the Valley Medical Center](#), Napa, CA
- [Healdsburg Hospital](#), Healdsburg, CA
- [Petaluma Valley Hospital](#), Petaluma, CA

Medical groups

At the core of each of the medical groups is dedication to personalized, compassionate, comprehensive health care. They strive to meet the needs of the communities they serve, providing care when you need it, where you need it, and with specialized expertise.

With robust networks, access to award-winning hospitals and participation in most insurance plans, these medical groups provide the flexibility and high-quality care you would expect from your health care provider of choice. Learn more about [the medical groups](#).

- Southern California

Providence in Southern California is a not-for-profit network of hospitals, physicians, clinics, home health services, and affiliated health services.

Hospitals in Southern California

Providence hospitals across Southern California are routinely recognized for excellence.

- [Providence Cedars-Sinai Tarzana Medical Center](#), Tarzana, CA
- [Providence Holy Cross Medical Center](#), Mission Hills, CA
- [Providence Little Company of Mary](#), San Pedro, CA
- [Providence Little Company of Mary](#), Torrance, CA
- [Providence Mission Hospital](#), Laguna Beach, CA
- [Providence Mission Hospital](#), Mission Viejo, CA
- [Providence Saint John's Health Center](#), Santa Monica, CA
- [Providence Saint Joseph Medical Center](#), Burbank, CA
- [Providence St. Joseph Hospital](#), Orange, CA
- [Providence St. Jude Medical Center](#), Fullerton, CA
- [Providence St. Mary Medical Center](#), Apple Valley, CA

Medical groups

With robust networks, access to award-winning hospitals and participation in most insurance plans, medical groups provide the flexibility and high-quality care you would expect from your health care provider of choice. Learn more about [the medical groups](#).

- Washington

Providence is the largest health care provider in Washington with hospitals, clinics, senior care centers, hospice, and home health services in communities – large and small – across the state. The not-for-profit network includes hospitals, physicians, clinics, care centers, [hospice and home health programs](#) and diverse community services across Washington. Health care services in Washington include unique affiliations with [Swedish Health Services](#) and [Pacific Medical Centers](#) in Western Washington and [Kadlec](#) in Eastern Washington.

[Providence Medical Group - Washington](#) offers primary and specialty care to adults and children.

Providence hospitals across Washington are routinely recognized for excellence:

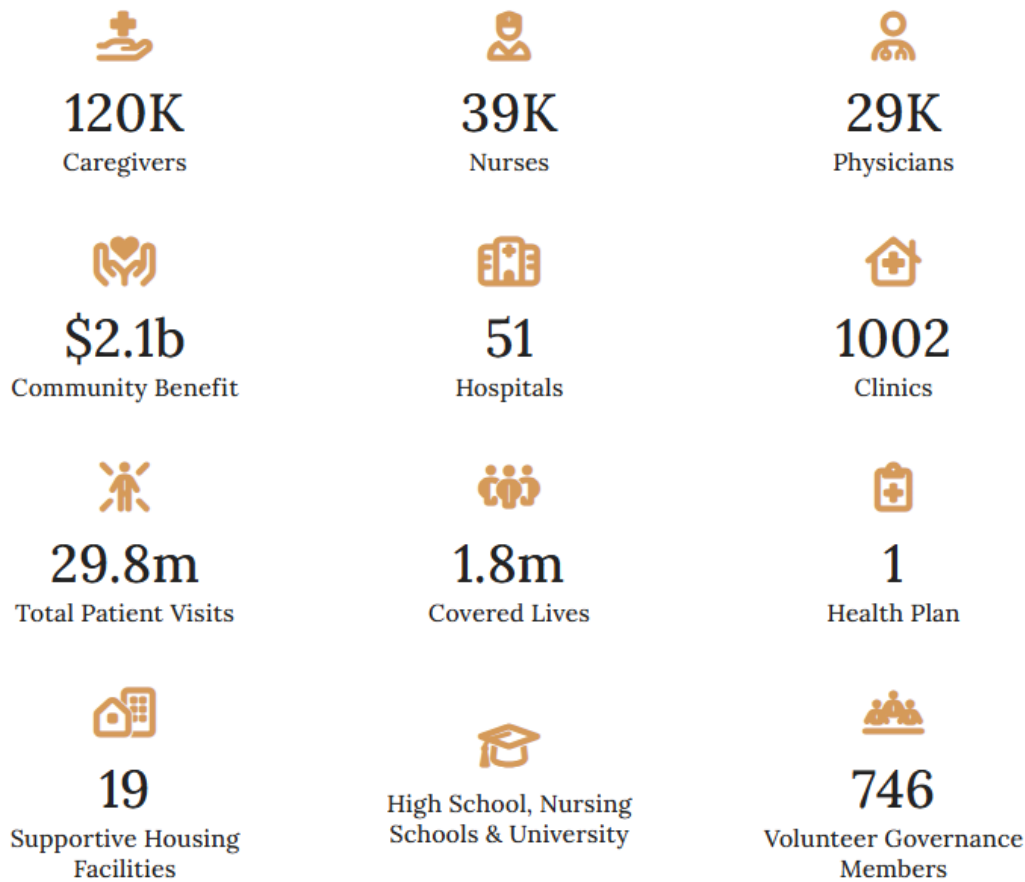
- [Providence Centralia Hospital](#), Centralia, WA
- [Providence Holy Family Hospital](#), Spokane, WA
- [Providence Mount Carmel Hospital](#), Colville, WA
- [Providence Regional Medical Center](#), Everett, WA
- [Providence Sacred Heart Medical Center](#), Spokane, WA
- [Providence St. Joseph Hospital](#), Chewelah, WA
- [Providence St. Luke's Rehabilitation Medical Center](#), Spokane, WA
- [Providence St. Mary Medical Center](#), Walla Walla, WA
- [Providence St. Peter Hospital](#), Olympia, WA
- [Sacred Heart Children's Hospital](#), Spokane, WA
- [Kadlec Regional Medical Center](#), Richland, WA

Providence other than Catholic entities

The Providence family includes:

- [Covenant Health in West Texas and New Mexico](#)
- [Facey Medical Group in Los Angeles, CA](#)
- [Kadlec in Southeast Washington](#)
- [Pacific Medical Centers in Seattle, WA](#)
- [Swedish Health Services in Seattle, WA](#)

Providence: Key Statistics



Mission

As expressions of God’s healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

Values

- **Compassion**—We reach out to those in need and offer comfort as Jesus did. We nurture the spiritual, emotional and physical well-being of one another and those we serve. Through our healing presence, we accompany those who suffer.

- Dignity—We value, encourage and celebrate the gifts in one another. We respect the inherent dignity and worth of every individual. We recognize each interaction as a sacred encounter.
- Justice—We foster a culture that promotes unity and reconciliation. We strive to care wisely for our people, our resources and our earth. We stand in solidarity with the most vulnerable, working to remove the causes of oppression and promoting justice for all.
- Excellence—We set the highest standards for ourselves and our ministries. Through transformation and innovation, we strive to improve the health and quality of life in our communities. We commit to compassionate, safe and reliable practices for the care of all.
- Integrity—We hold ourselves accountable to do the right things for the right reasons. We speak the truth with courage and respect. We pursue authenticity with humility and simplicity.

Vision

Health for a Better World

Promise

“Know me, care for me, ease my way.”

More information about Providence can be found at: www.Providence.org

Position Summary

Information Services (IS) at Providence achieves its vision to lead, partner, and enable technology solutions fulfilling our Mission that empowers our patients, caregivers and community—helping Providence realize its vision to be the best place to give and receive care. The Chief Technology Officer (CTO) will work with key business and operational stakeholders across Providence. They will participate in leading and partnering with others on IS Strategic Integration Efforts, developing and executing strategic plans around system-wide IS initiatives; and ensuring a service-oriented experience with Information Services customers.

Reporting Relationships

Reporting to the Executive Vice President and Chief Information and Digital Officer, the CTO will lead a team of approximately 425 FTEs in the U.S. and approximately 300 FTEs for Providence Global Center (PGC) in India reporting to this role.

Responsibilities

The successful CTO candidate will:

- Exercise leadership, and management responsibility to ensure the efficient delivery of services that meet the needs of patients, physicians, employees, and the community.
- Lead, manage, and advance the infrastructure organization, utilizing visionary technology skills to rapidly define and deliver the roadmap for technology to deliver the outcomes for Providence's 2030 strategic vision. Specifically, this entails driving a culture of continuous improvement that proactively manages end-user satisfaction while re-engineering core technical elements to overcome recurring technology issues and reduce long-term costs. In addition, this also involves improving the flexibility and agility of services rendered.
- Support a technology-driven transformation of Providence's business approach. This includes both improving day-to-day controls and processes, as well as implementing and leveraging new technologies, or moving to progressive cloud-based platforms.
- Simplify and dissect complex technology issues to solve both immediate/tactical operating inefficiencies, while prioritizing the long-term goals and investment needs for the team.
- Develop and manage relationships with both senior technology and business leaders to improve both customer and client intimacy and responsiveness. Support effective delivery of all infrastructure operations and services to the various business requirements and service levels throughout headquarters and regional and agency locations. All the while, taking an active role in improving customer experience.
- Serve as the engineering advocate within the executive decision-making layers of the system, while contributing to the development of overall technology strategy and innovation, as well as bringing strong architecture skills to avoid problems at scale.
- Implement technology that will simplify technology operations in support of Providence's complex and divergent businesses.
- Demonstrate the business maturity to educate and persuade leaders across the organization on issues related to infrastructure, including strategic and operations matters impacting the system.
- Serve as an inspirational and humble leader who will represent technology effectively to the management team, external partners and vendors, and internal line technology employees at Providence.

- Possess the strategic business perspective to anticipate key technology trends. Identify opportunities and vulnerabilities, and represent them appropriately to senior management.
- Manage total cost of ownership and key vendor relationships.

Goals and Objectives

The following goals and objectives have been identified as priorities for this position:

- Fully integrate into the Providence IS leadership team as a trusted partner and subject matter expert in technology. Build bridges and establish strong, trusted relationships with stakeholders at all levels across the system, including business and clinical leaders, executive leadership, and operational leaders throughout the enterprise. Identify opportunities for strategic, enterprise-wide partnerships. Demonstrate humility, credibility, integrity, and accountability while contributing broadly to and advancing key strategic initiatives
- Lead a comprehensive infrastructure assessment and develop a technology roadmap aligned with the IS strategic plan, balancing the reduction of technical debt with the advancement of innovation
- Evaluate the current technology organization, structure, and talent for effectiveness, including both on-shore and off-shore resources; and build, mentor, and retain a proactive, high-performing team that partners effectively with stakeholders, is solutions-driven, and is recognized across the enterprise as a trusted, collaborative partner
- Partner with key stakeholders to establish and sustain an effective governance framework that rigorously reviews, prioritizes, and oversees technology investments, initiatives, and outcomes, ensuring alignment with organizational strategy and value realization
- Effectively partner with technology companies and leverage those relationships to Providence's advantage, including building trusted, strategic partnerships; negotiating and managing vendor relationships to drive favorable outcomes; aligning external capabilities with organizational priorities; and maximizing value through innovation, scalability, cost efficiency, and shared accountability for results
- Serve as a strategic thought leader in evaluating, recommending, and guiding the adoption of innovative technologies that align with Providence's mission, strategic priorities, and long-term objectives

Candidate Qualifications

Education/Certification

- Bachelor's degree in Computer Science, required; Master's degree in Information Services, Computer Science, Engineering, or related IT field, preferred; or an equivalent combination of education and professional experience.

Knowledge and Work Experience

- Ten-plus years' of Information Service Leadership experience within a technical leadership role
- Work within a complex, multi-system healthcare environment, preferred. But, open to those with experience outside of healthcare
- Demonstrated experience working with off-shore teams, including leading distributed technology and operations functions across multiple geographies; establishing clear governance, communication cadences, and performance expectations; bridging cultural and time-zone differences; and successfully delivering complex initiatives while maintaining quality, accountability, and alignment with organizational priorities
- Ability to evaluate emerging technologies and build consensus around technical standards and solutions across diverse business and IT stakeholders
- Extensive experience architecting and implementing infrastructure platforms, cloud environments, automation, and services that support digital health, telemedicine, data analytics, ERP, and broader healthcare technology ecosystems
- Demonstrated strength in developing comprehensive proposals and translating them into successfully executed program and project plans
- Proven expertise in vendor selection, contract negotiation, and long-term relationship management

Leadership Skills and Competencies

- **Collaboration and Influence:** The executive must be able to build strong and enduring relationships across the organization and facilitate collaborations, transparent communications and alignment between diverse constituents. S/he must have the ability to move seamlessly between various stakeholders, gaining support for key initiatives. The executive will accomplish this by:
 - Negotiating with a genuine give-and-take approach, where parties act as true peers and decisions are shared.
 - Spending time identifying all stakeholders necessary and meeting or connecting with all of them, neglecting no one to shape a collective consensus.
 - Identifying opportunities to build relationships that will help others achieve their objectives and reaching out to those people or new people.
- **Driving Results:** Ensures that the patient/customer perspective is the driving force behind business decisions and activities. Makes patient, caregiver, and guest/family safety a personal priority. Creates and promotes a just culture that encourages the reporting of errors and near misses; stands up for those who speak up for safety. Applies improvement methods to: improve the patient experience of care, to improve the health of populations, and reduce the per capita cost of health care. Knows how to get things done in the organization; successfully mobilizes people, processes, culture and technology. Effectively navigates relationships and organizational politics within a matrixed organization.

- **Inspirational Leader:** Inspires the organization around its common mission and values while also celebrating its distinctive heritages. Weaves social accountability, community orientation and stewardship principles into sound business practices. Promotes an environment of hope, healing and hospitality with their words and actions. Demonstrates emotionally intelligent leadership and interactions. Courageously communicates and inspires an ever-evolving and changing organization. Is action-oriented; consciously and effectively urges others toward the goal.
- **People Focused:** Clearly sets direction and expectations for direct reports and holds them accountable for results. Provides feedback and coaching to both good-performers and under-performers. Is aware of caregiver's career goals, and provides developmental coaching to support. Conscientiously builds a diverse talent pipeline of highly-capable caregivers. Demonstrates the value of diversity and inclusion in leadership efforts. Works effectively with various groups of people, team and organizational functions. Gains win-win agreements and settles disputes across the organization. Leads change with confidence and calm; motivating others to engage when appropriate. Adjusts personal leadership/communication style in order to influence with respect. Creates a climate of trust where people are engaged, committed and motivated to do their best. Fosters a learning environment for caregivers - expressing confidence in their ability to excel, maintaining their self-esteem, empathizing, involving them and disclosing own position.
- **Thought Leader:** Knowledgeable about current business and healthcare practices. Capable of critical operational and financial analytics. Leverages best business practices to solve problems. Integrates multiple business and societal perspectives when constructing strategies. Leverages strategies that grow and develop the organization. Contributes successfully to community wellness and population health issues. Stays on top of emerging business and healthcare trends. Thinks innovatively and facilitates creativity in others. Is mentally agile; "thinks well on their feet." Introduces break - through thinking, enabling new mental models to emerge.

Personal Characteristics

- High visibility throughout the organization with an approachable, personable, charismatic, and optimistic demeanor
- A detail-oriented leader with a project management mindset; the ability to see the big picture and think strategically combined with a deep understanding of the day-to-day operations
- Embodies Servant Leadership, is driven by our Mission, and inspires all those around them
- Honest, has integrity, and ensures accountability for themselves and others
- Continuous learner and lets their curiosity and courageousness drive them to creative and innovative solutions
- Strategic thinker and executor, taking calculated risks and making difficult decisions to move the organization forward
- Navigate and influence in a highly complex, matrixed organization, utilizing the right resources at the right time to get results, particularly during times of change and ambiguity
- Strong business and financial acumen, who understands healthcare economics, performance and quality metrics, and is able to identify disruptive market forces and seize opportunities
- Strong communicator with high emotional intelligence, that builds relationships and trust and collaborates with all stakeholders
- Understands their role as a Talent Steward and has a successful track record of developing, coaching, and growing their team

- Advocates for the patients and the communities we serve
- A sense of humor and positive attitude

The Community

The CTO must relocate to either Seattle, Washington, or Irvine, California.

Seattle, Washington

Seattle is a diverse, dynamic, and innovative city that has been growing and rising in national prominence. Surrounded by water and mountains and covered with hills, the city is equipped with a landscape as diverse as the city itself. Seattle enjoys a thriving economy and has been named the nation's "Most Walkable City," the third "Coolest City," and the second "Best City of the Next Decade." As the accolades continue to mount, this 750,000-plus person city will continue to be experienced as one of the United States' premiere locations.

Seattle boasts one of the most affluent and educated populations in the country, with a strong foundation of public and private options beginning with K-12. Included among the higher education institutions are University of Washington, University of Puget Sound, and Seattle University. Such strong academic credentials, along with an absence of state income taxes, have made Seattle increasingly popular for families.

From Boeing to Microsoft to Starbucks to Amazon, Seattle has always been home to some of the most influential and innovative American companies. In addition to the companies above, Seattle is also the headquarters of Nordstrom, Costco, and Nintendo America. While there are numerous big-name companies in Seattle, it is also a hotbed for start-ups, especially within the green and clean technology sectors. Seattle has continued to strengthen its own commitment to clean technology with an expansion of public transportation, greenhouse gas reduction programs, and a goal of being the first "climate neutral" city in North America.

Seattle is a vibrant center for arts, culture, and recreation. The city boasts a number of different arts offerings, including music festivals of all genres and a widespread theatre community. The city is home to a growing "foodie" community as well, recently ranking as the "7th Best City for Foodies" by Travel and Leisure. The Pike Place Market is perhaps the most recognized farmers' market in the United States. Outside of food and arts, Seattle is home to several professional sports teams, including the Seattle Seahawks of the National Football League and the Seattle Sounders of Major League Soccer, which are known for having some of the most passionate and loudest fans in the country. Finally, Seattle is recognized for its abundance of outdoor activities. Home to leading outdoor gear company, REI, Seattle has become an ideal area for year-round recreation including walking, cycling, hiking, skiing, snowboarding, kayaking, sailing and rock-climbing.

To learn more about Seattle, see: www.seattlechamber.com/ www.visitseattle.org



Irvine, California

Irvine, California is located in the heart of Orange County with quick access to major freeways, rail service and John Wayne Airport. The coastal communities of Laguna Beach and Newport Beach are only a short distance away. Irvine is less than an hour from Los Angeles International Airport and downtown Los Angeles. Incorporated in 1971, the city is among the nation's largest planned urban communities, encompassing more than 65 square miles, and has been named the "Safest City in America" for 16 consecutive years based on FBI statistics. UC Irvine enjoys the best of what Southern California has to offer: beaches, mountains, deserts, and a broad variety of cultural, entertainment and intellectual activities.

To learn more about Irvine, see: <https://www.destinationirvine.com/>



Procedure for Candidacy

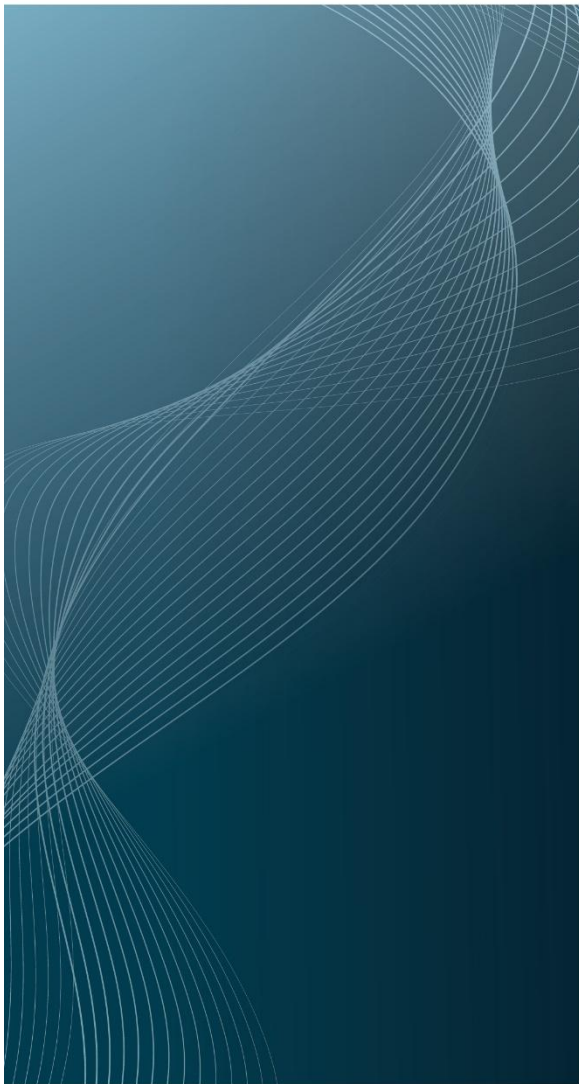
Please direct all applications, nominations, and inquiries to the WittKieffer consultants assisting Providence with this recruitment, Hillary Ross and Katie Mazzuckelli, preferably via e-mail, to kmazzuckelli@wittkieffer.com.

The expected base salary range for this role is \$360,000 to \$480,000, dependent on the candidate's qualifications and experience. The position is eligible for an annual bonus and long-term incentive plan. Total compensation will be determined based on factors such as education, industry background, and skill set. Providence provides a competitive total rewards offering and a comprehensive benefits program.

Providence values diversity and is committed to equal opportunity for all persons regardless of age, color, disability, ethnicity, marital status, national origin, race, religion, sex, sexual orientation, veteran status or any other status protected by law.

The material presented in this leadership profile should be relied on for informational purposes only. This material has been copied, compiled, or quoted in part from Providence documents and personal interviews and is believed to be reliable. While every effort has been made to ensure the accuracy of this information, the original source documents and factual situations govern.

All images and logos used in this leadership profile were attained from Providence and/or are owned by Witt/Kieffer Inc. via Getty Images.



WittKieffer is the premier executive search and advisory firm developing inclusive, impactful leadership teams for organizations that improve quality of life. For more than 50 years, we have operated exclusively at the intersection of not-for-profit and for-profit healthcare delivery, science, and education – the Quality of Life Ecosystem. Through our expert executive search services as well as our Professional Search, Interim Leadership, and Leadership Advisory solutions, we strengthen organizations that make the world better.

Visit [WittKieffer.com](https://www.WittKieffer.com) to learn more.

WittKieffer